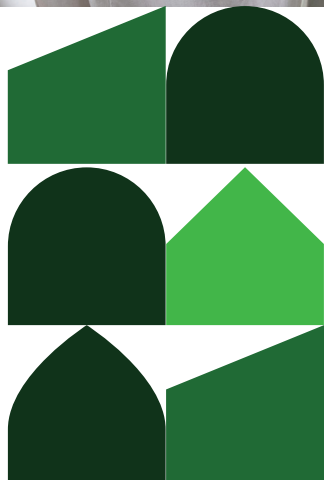




Residents Handbook

Presented by:

Tommy's Property Management
Award Winning Agency



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Welcome to your **new home**

At Tommy's our aim is to ensure that your tenancy runs smoothly, and that the property you have rented through us meets your expectations in every way.

Our aim is to ensure that your tenancy of a Tommy's rental property is a pleasurable experience and that this is the start of an extended relationship between you, our valued client, and Tommy's.

If you have any questions, please contact your property manager.



Types of tenancies

In New Zealand there are two recognised types of tenancy: a periodic tenancy and a fixed term tenancy. At Tommy's, the majority of our properties are managed under fixed term tenancies for one year.

Periodic Tenancy

A periodic tenancy is one that continues until either the resident or the landlord gives written notice to end the tenancy. A landlord can provide either 63-days notice if they or a family member need to occupy the premises or 90-days notice if the property is to be sold or extensive renovation work carried out. As a resident you are required to give a minimum of 28 days' written notice of your intention to vacate the property and end the tenancy.

Fixed Term Tenancy

A fixed term tenancy lasts for a set period of time as agreed to and specified in the tenancy agreement. This is usually one year. Whilst you cannot give notice under a fixed term tenancy arrangement, if circumstances dictate a need to break the agreement, there will be a "break fee" to pay, and as the resident under a legal and binding agreement you will be required to continue paying rent until the property is re-tenanted. A fixed-term tenancy will only end on the end date if both parties agree, otherwise it will turn into a periodic tenancy.

Residents responsibilities

Under section 40 of the Residential Tenancies Act, you as a resident must:

- Pay the rent when it is due under the tenancy agreement.
- Ensure that the premises are occupied principally for residential purposes.
- Keep the premises reasonably clean and tidy.
- Notify your Property Manager as soon as possible after the discovery of any damage to the property.

You must not:

- Intentionally or carelessly damage, or permit other persons to damage, the property.
- Interfere with the means of escape from fire or tamper with fire alarms.
- Use the property for any unlawful purposes.
- Cause or permit a disturbance to the peace, comfort and privacy of any other residents or persons residing in the neighborhood.
- Have more people living at the property than what is stated in your tenancy agreement.
- Use or allow others to use illegal substances in the property.

Under section 46 of the Residential Tenancies Act neither the landlord or the resident shall alter any locks without the consent of the other party. As a resident, you can expect the property to be provided and maintained in a reasonable state of repair. If you feel that any maintenance is not being attended to quickly, please contact your Property Manager.

The bond

A Bond is a sum of money a resident is required to pay as a form of security when taking possession of a rental property.

At Tommy's we ask all residents to pay 4 weeks rent as bond. The Bond is held by Tenancy Services and at the conclusion of the rental term, it can be used to cover unpaid rent, damage to the property or any other claim that can be substantiated relating to the tenancy. All Bond monies are lodged with the Bond Centre within 23 working days of receipt and as a resident, you will receive a receipt with a bond refund form which you should keep securely in a safe place.

All the residents who have signed the bond form must sign the refund form at the conclusion of the tenancy. If the signatures do not match, the Bond Centre will not automatically release the bond. If there is a change of resident, immediate notification to Tommy's Property Management personnel is required and a change of resident bond form will be arranged. A change of resident bond form will be sent directly to you as resident or this form can be downloaded from tenancy.govt.nz

Inspecting the property

At the commencement of a tenancy, the resident will receive a copy of a pre-tenancy inspection, which clearly shows the condition of the property. At Tommy's we have 360 inspection cameras to give a full detailed interactive report.

This inspection is used again at the end of the tenancy when arrangements are being made to refund the bond monies.

Every three months, by arrangement, Tommy's will conduct a routine inspection to ensure that the property is being maintained to a suitable standard and to identify any maintenance issues that need attention. As the resident you will be given up to 14 days' prior notice (but not less than 48 hours) by email, and a reminder will be sent the day prior to the inspection. All routine inspections utilise photography and video to document the condition of the property and any maintenance issues. This report is only provided to the landlord. The resident can also view this on request.

Property compliance

Smoke Alarms & Fire Safety

Landlords must ensure alarms are installed and that they are situated no further than three meters from any bedroom and on each floor of a multi storied property. The alarms must be in working condition at the commencement of the tenancy. Tommy's works with a 3rd party assessor to ensure your alarms are working perfectly throughout your tenancy.

A resident has the responsibility of replacing expired batteries during the tenancy and must immediately advise the Property Manager if the smoke alarms are not functioning correctly. **Under no circumstances should smoke alarms be removed.** They are there for the Resident's protection and if taken down or tampered with without consent this could be a matter for submission to the Tenancy Tribunal.

Maintain your kitchen with frequent cleaning of range hood filters and accessible fire safety equipment like fire extinguishers or blankets. Never throw water on oil fires; instead, use a wet towel to smother flames. Always ensure clear escape routes in all living areas and conduct regular checks to keep electrical appliances and outlets safe from overloading.

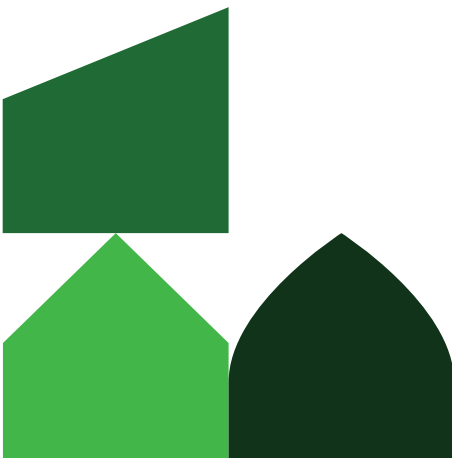
Healthy homes

With some exceptions dictated by location and style of construction, all rental properties must be insulated in the ceiling and sub floor level and have an energy efficient form of heating in the primary living area.

Information pertaining to the insulation qualities of the property rented to you will be included in the Tenancy Agreement where and when this information is available or can be obtained. More information can be found on the Tenancy Services website.

Safety and Security

For natural disasters, stay informed through official channels like the Civil Defence website. Ensure home security by keeping valuables secure and windows locked, especially at night.



Subletting

Only the people who are identified on the tenancy agreement are permitted to reside within the property. Under no circumstances is subletting tolerated, nor the use of services such as AirBnB. Under the Residential Tenancies Act, subletting without the landlord's consent is deemed to be an unlawful act with maximum exemplary damages of \$1,000.



Paying your rent

Our preferred payments methods for rent are Automatic Bank transfer.

We do not take cash or cheque payments for rent as we hold no money at our office. Your Property Manager can assist you with setting up your rent payments.

As per your Tenancy Agreement, rent is due either weekly/fortnightly, or monthly in advance and must be paid on or before the due date. Tommy's has a strict "no arrears policy". In fairness to our Landlords, we cannot tolerate non-payment of rent and immediate steps will be taken to terminate the tenancy of late payers. Application will be made to the Tenancy Tribunal within one week of any rent arrears coming to our attention.

If for any unforeseen reason a rental commitment cannot be met by due date, please contact your Property Manager prior the date payment is due.

Property services

Utilities

It is your responsibility to ensure that you have power and broadband connected to your property. However, here at Tommy's Property Management we have partnered with Renti to connect or transfer your services. Once you have signed your tenancy agreement digitally they will be in touch if you have requested it.

Keys

All keys for the property are provided to you on the day your tenancy commences. If you require more keys for the property, then please advise your property manager, please note there may be a charge for this.

If you are locked out of the property or have lost your keys we can help during office hours however outside of office hours then you may have to contact a locksmith directly such as Beveridge Locksmiths on 0800 566 1111

Gardens

Unless stipulated otherwise in your agreement, the resident is responsible for lawns and gardens. Tree maintenance is the responsibility of the landlord. All garden waste must be removed at the end of your tenancy if you are responsible for gardens.

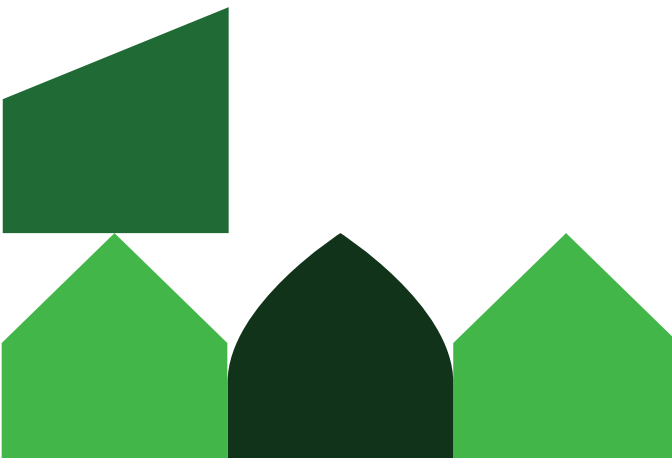
Animals and Pets

Pets may only be kept at a premise with written permission from the landlord and property manager, in accordance with local by-laws.

Rubbish and Recycling

You must arrange your own rubbish removal from the property. However, you will be provided with a recycling bins. Your move in box includes some information on Wellingtons recycling programme.

For collection details please visit your local council website.



Maintenance

All maintenance matters must be reported immediately. Tommy's Property Management have partnered up with TAPI and you will be able to log all maintenance issues via Facebook messenger or our website.



TAPI Maintenance - Scan QR code to report maintenance.

If there are emergency repairs required, please call your Property Manager. If it is outside working hours your call will go through to an answer service. We will respond to this as soon as possible.

Alternatively ring 0800 760 001 – Our emergency resident call centre.

We define emergency maintenance as remedial work that requires urgent attention as it may cause further damage to the property or jeopardise the health and safety of the resident.

Unless in an extreme emergency any maintenance arranged by yourself without approval by your Property Manager will likely result in you paying for the repairs.

Insurance

It is highly recommended that all residents take out their own contents insurance policy for their possessions. Resident liability cover will also cover you for accidental/negligent damage to the rental property.

For an obligation free assessment of your insurance policies.

Feel free to contact Money Box:

Website: moneybox.co.nz

Phone: 0508 666 392



Ending your tenancy

Once we have received notice that your tenancy will end we may require at the conclusion of your tenancy term there are certain procedures which may require your cooperation.

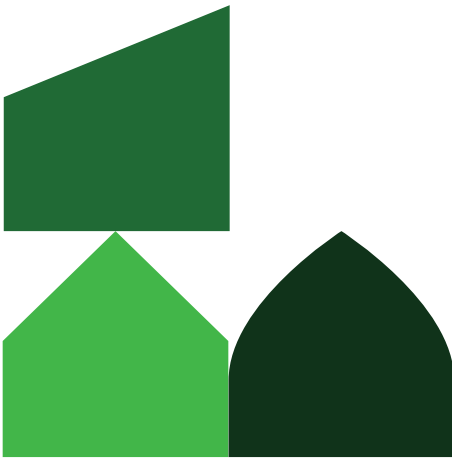
Our responsibility of course is to find a suitable replacement resident and to this end we will seek your cooperation in regard to reasonable access for the purpose of allowing prospective residents to view the property. These inspections will be by arrangement with you and reasonable access cannot be denied.

You will receive a guide explaining the procedure for recovering your bond monies and to ensure that this process is simple and straight forward, you should be aware that that all rent payments must be up to date and that there is no damage to the property.

All keys must be returned to Tommy's office by 9.00am on the first business day after the date you vacate the property. Failure to return all the keys could result in additional rental being charged or the cost of new locks and keys being deducted from your bond money. Tommy's Property Manager will then carry out a final inspection of the property and report back to you as necessary. Any further access to the property for departing residents will be at the sole discretion of the Property Manager.

Purchasing your own home

Tommy's are proud of the fact that many of our residents do become homeowners. If you are considering purchasing a property, please feel free to let your Property manager know or contact our office and our real estate team will be more than happy to assist.



Need Advice

If there are any matters of concern to you during your tenancy period, we invite you to call your Property Manager at Tommy's. Our aim is to ensure that your occupancy of a Tommy's rental property meets in every respects the objectives of all parties; you as a Tommy's resident, the property owner and Tommy's Property Management as Property Managers.

If you believe that your rights as a resident have been violated or are not being respected or if you are unhappy with our level of service then feel free to contact us for a confidential discussion or contact us at rentals@tommys.co.nz. All complaints will be responded to within 24 hours.

If you wish to seek independent advice, then contact Tenancy Services. This is a Government run agency that has been set up to assist and educate both landlords and residents.

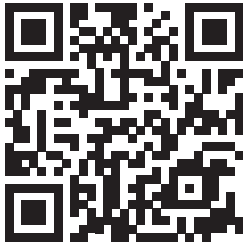
Their contact is:

Website: tenancy.govt.nz

Phone: 0800 TENANCY



Utilities



Renti Connect - Scan QR code below or
use contact information below

Their contact is:

Phone: 0800 468 230

Email: support@renti.co





Contact us any time at:

rentals@tommys.co.nz

0800 760 001 (emergencies only)

In the event of a life threatening emergency call 111.